**NSE Future Tech Hackathon**

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Problem Statement: Transformed Customer Engagement Design a Consumer-facing virtual agent (**chat bot**) that serve, guide, & advise on web or mobile to investors/customers/subscribers on their queries.

Solution: Chat bot, as we know in transforming and revolutionizing business by helping in lead generation, cross sell opportunities and most importantly reducing the burden of call center executives. Most importantly chat bot is also helping in knowing the customer behavior better and digital transformation.

Chat bot has following capabilities:

1. Answer basic user queries (FAQs) about their account such as brokerage, set-up, products etc.
2. Provide **real time stock information** using Alpha-Vantage API
3. Analyze the **financial reports** using IBM Discovery and provide user with relevant information
4. **Buy/ Sell recommendations** to the user with the help of AI

With this objective in mind, we have developed a framework in Python to leverage IBM’s cloud, ML and AI services. This chat bot caters to both new customer segment as well as investors/traders segment. The Chatbot can be presented as a complete solution for any trading/ brokerage firm which can provide its users with a 24x7 personal assistance.

Thanks,

Team Devils Wear Prada